

WS-01303A-14-0010



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Richard Martinez

Phone:

2014 JUN 11 A 9:20 **Fax:**

Priority: Respond Within Five Days

ORIGINAL

Opinion **No.** 2014 - 116594

Date: 6/9/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

JUN 11 2014

Complaint By: **First:** Aurelia **Last:** Ortiz

Account Name: Aurelia Ortiz

Home:

Street: ns

Work:

City: Bullhead City

CBR:

State: AZ **Zip:** 86439

is:

DOCKETED BY	
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Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. WS-01303A-14-0010

Arizona Corporation Commission:

My name is Aurelia Ortiz my husband and I recently bought a home and moved to Bullhead City, AZ. We have lived here one year and would like to make you aware of the condition of this water in the "Epcor" Mohave Wastewater District.

We oppose the rate increase applied for by EPCOR water AZ, Inc. The reasons for our opposition are numerous. The #1 and foremost is that the water is unfit to drink. Not only is the water unfit to drink it is detrimental to our health. Prior to moving to Bullhead City, I had not had problems with my teeth. Unknowing, I used the faucet water to brush my teeth. Three months later I had to go to the dentist due to an abscess. I thought nothing of it and continued brushing my teeth with the water. I take care of my teeth flossing and brushing twice a day. My first visit to the dentist was painful, to say the least, then three months later I had to go back with a second abscess. I could not figure out what was causing the problem so I decided to stop using the water to BRUSH (I do not drink it!) I started using bottled water to rinse my tooth brush my mouth and everything I put in my mouth. I have not had a problem since I started using the bottled water and my follow up visits to the dentist have been positive.

The second reason we oppose the rate increase is because the water is so "hard" it destroys your clothes when you wash and discolors the clothes. Everyone in Bullhead City uses white vinegar with their load of wash to keep the colors from fading. Why should we have to do that?

The third reason for my letter is to tell you the water has a great deal of alkaline. Our watering system is corroded. We live in a very dry and hot area and our plants require great amount of water. The drippers are constantly clogged and useless.

We moved her in search of a peaceful low paced life in our retirement but it has been very expensive and a

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disappointment.

P.s. EPCOR needs to improve their water before asking for a rate increase.

Sincerely,

Aurelia L. Ortiz
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/10
Emailed to the ACC Phoenix office for docketing.
FILE CLOSED.
End of Comments

Date Completed: 6/10/2014

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